

Corporate and Executive Services

POLICY

Title: Critical Incident Reporting Policy

Policy Statement

Critical incidents involving

- people subject to interventions by the Department of Communities, Child Safety and Disability Services
- departmental staff
- carers
- departmentally funded or licensed services

must be reported to the appropriate management level to ensure effective operational responsiveness.

Principles

The timely and comprehensive alerting of critical incidents results in:

- immediate appropriate advice and management of a critical incident including providing staff and client supports
- effective provision of incident information, data requests and briefings
- informed, accurate and timely responses to executive and media enquiries.

Objective

This policy aims to ensure that incidents of a critical or sensitive nature involving departmental staff, clients and services are alerted to the correct management level so they are dealt with quickly and appropriately.

Scope

This policy applies where departmental staff members become aware of an incident as listed in the attachment to the Critical Incident Reporting Procedure entitled 'Critical Incident Types'.

Notification Process

Level 1 Critical Incident:

- immediate verbal advice to the Regional Director (or similar level officer); and
- completion of a Critical Incident report within four business hours of notification of the incident.

Level 2 Critical Incident:

- immediate verbal advice to the Manager (or similar level officer); and
- completion of a Critical Incident report by 5pm the next business day of notification of the incident.

Roles and Responsibilities

Managers:

- provide advice and guidance to staff about submitting Critical Incident reports and the level of report required
- immediately advise the Regional Director of all Level 1 Critical Incident reports
- be advised verbally of all Level 2 Critical Incidents relating to their area of responsibility
- receive alerts relating to their area of responsibility
- ensure that follow-up actions and activities are completed as required.
- ensure information is disseminated to all relevant staff where amendments to the Critical Incident policy, procedure and system are released.

Regional Directors:

- be advised verbally and receive Critical Incident reports for all Level 1 Critical Incidents in their region and/or business stream
- advise the Regional Executive Director of all Level 1 Critical Incidents in their region as soon as is practicable
- if the incident is 'death-in-care', ensure the agency has reported the incident immediately to a police officer or coroner. See Critical Incident Reporting Procedure (Section 5) and Section 7(3)(c) of the *Coroners Act 2003*; where required, provide direction for any follow-up actions and ensure that any follow-up actions are completed as required
- ensure processes are in place to provide opportunities for continual improvement and feedback to support staff involved in critical incidents
- receive all alerts for all regions and undertake the roles and responsibilities of as the Duty and Executive Officer as per the departmental roster and Duty Executive Officer procedure.

Regional Executive Directors:

- be advised verbally and receive Critical Incident reports for all Level 1 Critical Incidents in their region
- where appropriate, provide advice to the Office of the Director-General for Level 1 Critical Incidents as soon as practicable
- receive all alerts for all regions
- where required, provide direction for any follow up actions and ensure a process is in place for the monitoring of the quality of the information in the Critical Incident report.

After Hours Child Safety Service Centre:

- undertake the required actions as per this policy for Level 1 Critical Incident notifications received between 5pm and 9am and weekends and public holidays.

Governance, Corporate and Executive Services:

- provide advice to departmental staff in relation to policy application and required actions
- initiate the closure of reports where appropriate advice has been provided by the responsible area and follow up any required actions and activities.

Compliance Services:

- provide advice to departmental staff on incidents referred within the jurisdiction of Compliance Services.

Information Services:

- monitor and action access requests for the Critical Incident Reporting Management System and ensure requirements are reviewed periodically.

All departmental officers:

- advise the appropriate person of the incident and their intention to submit a Critical Incident report
- complete the Critical Incident report using the online form
- staff who do not have access to a computer should verbally notify their manager of the incident and fax/email the details to the regional office/service centre, for regional staff to submit the Critical Incident report within applicable timeframes
- undertake follow-up actions as requested or required.

Authority:

Child Protection Act 1999

Disability Services Act 2006

Coroners Act 2003

Coroners Regulation 2003

Records File No.:

Date of approval: 28 September 2017

Date of operation:

Date to be reviewed:

Office: Governance, Governance and Complaints, Corporate and Executive Services

Help Contact: Manager - Governance
Phone: 3006 2494

Links:

Critical Incident Reporting Procedure

After Hours Service Centre – Duty Executive Officer procedure

Critical Incident Reporting Guide

Michael Hogan
Director-General

Critical Incident Types

LEVEL 1 Immediate verbal notification to the Regional Director followed by critical incident report form submitted within four business hours of the staff member becoming aware of the incident	
1.1 Death of a person	<ul style="list-style-type: none"> • who was a child or young person known to Child Safety in the previous 12 months; or • with a disability which is defined as a 'death in care' under the <i>Coroners Act 2003</i>; or • where another client, foster or kinship carer or staff member is allegedly involved in the death; or • while attending or using department provided or funded services, facilities or activities
1.2 Life threatening injury to a person	<ul style="list-style-type: none"> • where another client, foster or kinship carer or staff member is allegedly involved in the injury; or • while attending or using departmental provided or funded services, facilities or activities
1.3 Serious injury to a child that results in hospitalisation	<ul style="list-style-type: none"> • when a child or young person, currently known to Child Safety or known to Child Safety in the previous 12 months, is believed to have an injury that meets the definition of a serious physical injury under the <i>Child Protection Act 1999</i>
1.4 Abduction	<ul style="list-style-type: none"> • abduction of a child or young person subject to departmental intervention from their carer/service provider
1.5 Major security incident	<ul style="list-style-type: none"> • a major security incident involving an emergency response to a hostage situation, fire, power failure, bomb threat or discovery of a bomb
1.6 Alleged rape, sexual assault or serious assault of a child under 14 years	<ul style="list-style-type: none"> • with a disability while attending or using departmentally provided or funded services, facilities or activities; or • of or by a child or young person subject to departmental intervention; or • while attending or using department provided or funded services, facilities or activities

LEVEL 2 Immediate verbal notification to the manager followed by a critical incident report form submitted by 5pm next business day of the staff member becoming aware of the incident	
2.1 Serious injury to a person that results in hospitalisation	<ul style="list-style-type: none"> • where another client, foster or kinship carer or staff is allegedly involved in the injury; or • while attending or using department provided or funded services, facilities or activities
2.2 Alleged rape, sexual assault or serious assault	<ul style="list-style-type: none"> • of a person with a disability while attending or using department provided or funded services, facilities or activities; or • of or by a child or young person subject to departmental intervention; or • of or by a person while attending or using department provided or funded services, facilities or activities; or • of a departmental staff member whilst performing their duties
2.3 Attempted suicide	<ul style="list-style-type: none"> • of a person in a departmental facility; or • of a person who is a client of accommodation support provided or funded by the department; or • of a child or young person in care
2.4 Missing Child	<ul style="list-style-type: none"> • any child whose location is unknown and there are fears for the safety or concern for the welfare of that child
2.5 Missing person	<ul style="list-style-type: none"> • clients who are missing from their place of residence where there are serious concerns for their safety or wellbeing due to their vulnerability
2.6 Alleged abuse, neglect or exploitation of a person with a disability	<ul style="list-style-type: none"> • where another client, staff member or direct carer is allegedly involved; or • who is a client of accommodation support provided by the department